



TOWN OF CRESTON
PUBLIC WORKS ADMINISTRATIVE ASSISTANT
JOB DESCRIPTION

Job Title: Administrative Assistant	Department: Public Works	Division: Infrastructure Services
Classification: Schedule 'B' Office Employees, Class 9A, Administrative Assistant	Supervisor's Title: Director of Infrastructure Services	Date: February 2026

Nature And Scope

The *Public Works Administrative Assistant* provides administrative and clerical support along with public relations and other related services to the Infrastructure Services Department. The Public Works Administrative Assistant will provide the first level of response to public inquiries related to Infrastructure Services and liaise with Town Hall staff with respect to pertinent issues.

Reporting Relationships

The *Public Works Administrative Assistant* reports directly to the *Director of Infrastructure Services* or designate.

Key Responsibilities and Duties

- Serves as the primary point of contact for incoming calls and inquiries directed to Public Works services such as utilities, parks, snow removal, street sweeping and facilities. Responsible for answering and routing calls appropriately and ensuring that updates are communicated in a timely and professional manner.
- Serves as the primary administrative point of contact for the Public Works Department including taking of minutes, circulation of agendas and meeting materials, drafting of documents, etc.
- Maintain organized filing systems – including both electronic and physical - and keep printed materials up to date. Support ongoing maintenance and clean up of existing paper filing processes to transition to electronic files and records, in accordance with the Town's practices and records retention requirements.
- Track service requests and maintenance activities such as safety inspections, parks inspections and hydrant maintenance and compile operational data to support the preparation of statistical reports and performance metrics to management and Council.
- Perform procurement administrative functions associated with the preparation of Requests for Proposals, Request for Quotations and Invitations to Tender.
- Manage invoicing, ordering and reconciliation for the Public Works Department including coding invoices for payment, compiling monthly fuel reports, reconciling credit card receipts and reviewing departmental time sheets.
- Provides support to Cemetery administration including, liaising with the public and funeral homes and maintaining cemetery records and databases.
- Assist with scheduling meetings, travel arrangements and coordination of calendars.

- Enter and maintain data as required for inventory and asset management systems.
- Assist Director of Infrastructure Services, Public Works Superintendent and Utilities Superintendent with completion of monthly/quarterly/annual reports to the Ministry of Environment and other reporting requirements related to all environmental services.
- Map and maintain records with respect to all properties serviced by municipal water and/or sewer.
- Provides reception, telephone and cashier back up as required at Town Hall or Creston Emergency Services Building.
- Other related duties as assigned, as per the nature and scope of the position.

Required Knowledge, Abilities and Skills

- Excellent written and verbal communication abilities with great attention to detail.
- High level of customer service and professionalism when interacting with the public and staff.
- Strong organizational skills with the ability to manage multiple priorities.
- Ability to work independently with limited supervision.
- Thorough knowledge of office procedures and practices.
- Excellent computer proficiency and experience using MS Office (Outlook, Word, Excel and PowerPoint) and comfort with databases or work order management systems.

Required Qualifications

- Grade 12 graduation or GED/CAEC.
- Demonstrated ability to type at least 40 words per minute.
- Five to seven years experience in an office setting.
- Office Assistant Certificate from a recognized post-secondary institution or equivalent combination of education and experience.

Preferred Qualifications and Experience

- Administrative Assistant Certificate from a recognized post-secondary institution or undergraduate degree from post-secondary institution.
- Familiarity with local government processes, terminology and Public Works operations.

General Work Expectations & Conditions

- This is a permanent, full-time position, seven hours per day from 8:30 a.m. to 4:30 p.m. with one hour off for lunch, Monday through Friday consistent with the CUPE Local 2092 Collective Bargaining Agreement.
- Primary locations will be the Public Works Shop, Town Hall and the Creston Emergency Services Building.
- Eyesight must be in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.
- Hearing must be in the normal audio range with or without correction.